

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**



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Order Instituting Rulemaking on the Commission's
Proposed Policies and Programs Governing post-
2003 Low-Income Assistance Programs.

Rulemaking 07-01-042
(Filed January 25, 2007)

**MONTHLY REPORT OF SAN DIEGO GAS & ELECTRIC COMPANY (U 902 M) ON
LOW INCOME ASSISTANCE PROGRAMS FOR JANUARY 2008**

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February 21, 2008

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

Order Instituting Rulemaking on the Commission's
Proposed Policies and Programs Governing post-
2003 Low-Income Assistance Programs.

Rulemaking 07-01-042
(Filed January 8, 2004)

**MONTHLY REPORT OF SAN DIEGO GAS & ELECTRIC COMPANY (U 902 M)
ON LOW INCOME ASSISTANCE PROGRAMS FOR
JANUARY 2008**

I. INTRODUCTION

In Ordering Paragraphs (OP) 14 through 17 of Decision (D.) 01-05-033 the California Public Utilities Commission (Commission) directs San Diego Gas & Electric Company (SDG&E) and the other Investor Owned Utilities (IOUs)¹ to provide monthly status reports on the costs and impacts of their Rapid Deployment (RD) efforts on their California Alternate Rates for Energy (CARE) and Low Income Energy Efficiency (LIEE) programs.

In Application (A.) 06-06-032, SDG&E proposed changes to the monthly Rapid Deployment reports in an effort to streamline the reports while maintaining their value. SDG&E, along with the other utilities, then worked closely with the Energy Division to further develop and update the tables used to report low income program activity on a monthly basis. In D.06-12-038 the utilities' proposed changes for the monthly program reporting were approved. The reports will henceforth be referred to as the "Monthly Reports on Low Income Assistance Programs."

¹ The other IOUs include Southern California Gas Company, Southern California Edison Company, and Pacific Gas and Electric Company.

This first monthly report on the 2008 Low Income Assistance Programs includes actual LIEE and CARE results and expenditures through January.

II. DECEMBER OUTREACH AND LEVERAGING FOR CARE AND LIEE

In January, SDG&E's prime contractor identified 290 potential CARE customers from the customers who received LIEE services resulting in 197 new CARE enrollments.

During January, SDG&E conducted outreach at the following community locations listed below. These outreach efforts focused on gaining a better understanding of SDG&E's customers in an effort to enroll an increased number of customers in the CARE and LIEE programs.

- Center for the Blind Vista (2 – Educational Seminars)
- Alpha Kappa Alpha Head Start in Lakeside, Parent Meeting

A total of 70 customers received CARE, LIEE and FERA information during these outreach efforts.

SDG&E contracts with numerous "CARE Capitation Contractors" (CCCs) to leverage their client relationships and enroll eligible non-participating customers in the CARE program. The CCCs employ various types of outreach approaches such as door-to-door solicitation, local community event participation, walk-in enrollment and program material distribution to enroll customers. SDG&E made 26 visits to individual CCCs during the month of January. The site visits included, but were not limited to Neighborhood Healthcare, Homestart, Horn of Africa, North County Health Services Encinitas, Crisis House, La Maestra Family Clinic, AKA Headstart, Salvation Army, Community Research Foundation, Boys & Girls Clubs and San Diego Youth & Community Services. In all cases, information was provided on CARE capitation opportunities, CARE customer enrollment and LIEE benefits.

Additionally, SDG&E uses several approaches, including the following, to identify, qualify, and enroll customers for LIEE services performed by SDG&E's prime contractor:

- Identifying customers most likely to income qualify using census tract data and additional customer research; and
- Employing bilingual specialists who speak Spanish, Vietnamese, and Arabic to better serve the diverse population within the San Diego area.

III. CALIFORNIA ALTERNATE RATES FOR ENERGY (CARE)

JANUARY CARE ENROLLMENT RESULTS

In late 2007, SDG&E implemented a new internet based enrollment and reporting system to streamline and improve processing and reporting capabilities. The new system enabled SDG&E to move from a manual and labor intensive application tracking system to an automated reporting tool.

Total CARE participation for the month of December was 223,763 or 66.8 %, of the estimated eligible. To specifically increase participation in SDG&E's CARE program, the utility has employed various proven marketing techniques. A summary table is provided below purporting the comprehensive enrollment reporting results of SDG&E. The various marketing techniques are described following the summary table.

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2008 CARE Enrollments	Jan	YTD
Direct Mail	316	316
Mass Media	25	25
Telephone	529	529
Bill Inserts	18	18
Internet	560	560
LIEE Leveraging	197	197
System (Call Center)	706	706
Third Party Contractor	227	227
Other Sources	739	739
Gross Enrollments	3317	3317

TELEPHONE ENROLLMENT

In January, SDG&E's telephone enrollment efforts included one telephone campaign to customers who were removed from the program due to non-response to recertification requests. SDG&E reached 1,157 of the 5,794 customers that were attempted. Overall CARE telephone enrollments for the month totaled 529.

INTERNET ENROLLMENT

Utilizing the company website, SDG&E simplified the enrollment process for those customers who desire to use the web to enroll in the program by providing on-line CARE enrollment capability. In January, SDG&E enrolled 82% of the eligible online applications received, totaling 560 program enrollments. The remaining eligible applications were from customers already enrolled in the CARE program and were used for recertification purposes.

CATEGORICAL ELIGIBILITY

SDG&E processed 1,808 eligible CARE applications from customers during the month of January based on categorical eligibility. This represented approximately 26% of all eligible program applications received during the month of January.

DIRECT MAIL ENROLLMENT

In January, SDG&E focused direct mail efforts towards visually impaired customers. SDG&E purchased a list of approximately 1,500 visually impaired customers within the service territory and mailed them a large font letter and CARE application. The letter informed them about the CARE program and about other SDG&E programs and services available to them. Enrollment numbers will be available in February. January enrollments from all other direct mail efforts totaled 316.

CARE AUTHORIZED FUNDING VERSUS ACTUAL EXPENDITURES

In January, SDG&E spent approximately \$57,499 on outreach and other management costs. Total management costs through January represented 2% of the 2007 CARE authorized administrative budget. Actual expenses compared to budgeted figures for December are shown in Table 1C. The gas and electric CARE discount cost for January was \$4.6 million.

IV. LOW INCOME ENERGY EFFICIENCY (LIEE)

JANUARY RESULTS—INSTALLATIONS

During January 2008, SDG&E treated 266 homes, and replaced 80 refrigerators. SDG&E's goal for program year (PY) 2008 is to treat 10,440 homes, by continuing targeted self-certification and enrollment within specific geographic locations.

Effective January 11, 2008, the Commission approved SDG&E's Advice Letter 1951-E, and granted SDG&E's request to expand the existing refrigerator component of the LIEE program, on a pilot basis, to include the replacement of a secondary refrigerator. SDG&E plans to target LIEE eligible households that have both primary and secondary refrigerators that can be replaced with an energy efficient unit. SDG&E anticipates replacing 300-500 secondary refrigerators during the program year at a cost of approximately \$386,500.

SDG&E developed an internal outreach team to supplement the current program enrollment efforts of the contractor. The nine Outreach Coordinators were hired to perform door-to-door outreach, home assessments and energy education to customers and direct mail leads.

LIEE AUTHORIZED FUNDING VERSUS ACTUAL EXPENDITURES

SDG&E incurred \$364,882 in administrative costs during the month of January. Total expenditures for the month of January represents 3% of the 2008 authorized LIEE budget.

CUSTOMER SATISFACTION SURVEY

Improving customer satisfaction is a key element within all of SDG&E's program endeavors. To enhance the customer experience, quality assurance procedures are used in SDG&E's LIEE program, including survey cards distributed with outreach materials as well as a customer satisfaction telephone survey on the program and the services completed in customer homes. Some of the comments received from customers during the December survey include:

- They did a good job. They did what they said they were going to do. They put in a new showerhead, checked the windows, and gave me new light bulbs.
- It was better than I expected and they answered my questions.

- They helped me a lot. They explained how to save energy and gave me energy saving light bulbs. They checked everything, including the furnace.
- They knew what they were doing. They did a good job too. Fixed the door and lights. They checked my heater too.

CONCLUSION

SDG&E continues to implement its LIEE and CARE program efforts with the goal of providing as many qualified customers as possible with services during PY2008. SDG&E's ability to achieve success grows out of the interaction with its customers. SDG&E continues to strive to make it easier to provide the programs and services to its customers and to deliver not just a consistent customer experience, but also a customer experience that is consistently excellent.

Respectfully submitted,

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February 21, 2008

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	A	B
1	Table 3L - Average Bill Savings per Treated Home San Diego Gas & Electric January 2008	
2		
3	Year-to-date Installations - Expensed	
4		
5	Annual kWh Savings	32,135
6	Annual Therm Savings	635
7	Lifecycle kWh Savings	255,177
8	Lifecycle Therm Savings	7,905
9	Current kWh Rate	\$ 0.13
10	Current Therm Rate	\$ 1.09
11	Number of Treated Homes	266
12	Average 1st Year Bill Savings / Treated Home	18.09
13	Average Lifecycle Bill Savings / Treated Home	131.38

	A	B	C	D	E	F	G
1	Table 4L - LIEE Homes Treated San Diego Gas & Electric January 2008						
2							
3	County	Eligible Customers			Homes Treated Year-To-Date		
4		Rural	Urban	Total	Rural	Urban	Total
5	Orange County	0	14,933	14,933	0	0	0
6	San Diego	17,209	320,595	337,804	0	266	266
7							
8	Total	17,209	335,528	352,737	0	266	266

**Table 5L - LIEE Customer Summary
San Diego Gas & Electric
January 2008**

Month	Gas & Electric				Gas Only				Electric Only				Total			
	# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW	# of YTD Homes Treated	Therm	kWh	kW
Jan-08	248	635	30302	3	0	0	0	0	18	0	1833	0.2	266	635	32135	4
Feb-08																
Mar-08																
Apr-08																
May-08																
Jun-08																
Jul-08																
Aug-08																
Sep-08																
Oct-08																
Nov-08																
Dec-08																

Figures for each month are YTD. December results should approximate calendar year results. Therms and kWh savings are annual figures. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2L.

	A	B	C	D	E	F	G	H	I	J	K	L	M
Table 1C - CARE Program Expenses - San Diego Gas & Electric													
January 2008													
	Authorized Budget			Current Month Expenses			Year-To-Date Expenses			% of Budget Spent Year-To-Date			
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	
CARE Program:													
5 Outreach ⁽¹⁾	\$1,160,502	\$429,227	\$1,589,729	-\$6,598	-\$2,566	-\$9,163	-\$6,598	-\$2,566	-\$9,163	-1%	-1%	-1%	
6 Automatic Enrollment	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%	
7 Processing/ Certification/Verification	\$204,290	\$75,559	\$279,849	\$13,779	\$5,358	\$19,137	\$13,779	\$5,358	\$19,137	7%	7%	7%	
8 Information Technology / Programming	\$224,917	\$83,189	\$308,106	\$6,528	\$2,539	\$9,067	\$6,528	\$2,539	\$9,067	3%	3%	3%	
9													
10 Pilots													
11 - Pilot SB 580	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%	
12 - Pilot	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%	
13 - Pilot	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%	
14 Total Pilots	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%	
15													
16 Measurement & Evaluation ⁽²⁾	\$43,399	\$16,052	\$59,451	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%	
17 Regulatory Compliance	\$119,337	\$44,139	\$163,476	\$10,913	\$4,244	\$15,157	\$10,913	\$4,244	\$15,157	9%	10%	9%	
18 General Administration	\$219,400	\$81,148	\$300,548	\$12,476	\$4,852	\$17,328	\$12,476	\$4,852	\$17,328	6%	6%	6%	
19 CPUC Energy Division	\$38,264	\$14,152	\$52,416	\$4,301	\$1,672	\$5,973	\$4,301	\$1,672	\$5,973	11%	12%	11%	
20													
21 SUBTOTAL MANAGEMENT COSTS	\$2,010,110	\$743,465	\$2,753,575	\$41,399	\$16,100	\$57,499	\$41,399	\$16,100	\$57,499	2%	2%	2%	
22													
23 CARE Rate Discount	\$35,209,110	\$13,022,548	\$48,231,658	\$2,940,618	\$1,739,451	\$4,680,069	\$2,940,618	\$1,739,451	\$4,680,069	8%	8%	10%	
24 Service Establishment Charge Discount	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	0%	0%	0%	
25													
TOTAL PROGRAM COSTS & CUSTOMER DISCOUNTS	\$37,219,220	\$13,766,013	\$50,985,233	\$2,982,017	\$1,755,551	\$4,737,568	\$2,982,017	\$1,755,551	\$4,737,568	8%	13%	9%	
26													
27													
Other CARE Rate Benefits													
29 DWR Bond Charge Exemption				\$500,211		\$500,211	\$500,211		\$500,211			\$500,211	
30 CARE PPP Exemption				\$174,492	\$180,861	\$355,353	\$174,492	\$180,861	\$355,353			\$355,353	
31 California Solar Initiative Exemption				\$306,723		\$306,723	\$306,723		\$306,723			\$306,723	
32 kWh Surcharge Exemption				\$317,180		\$317,180	\$317,180		\$317,180			\$317,180	
TOTAL - OTHER CARE RATE BENEFITS				\$1,298,606	\$180,861	\$1,479,467	\$1,298,606	\$180,861	\$1,479,467				
33													
34 Indirect Costs				\$24,098	\$9,372	\$33,470	\$24,098	\$9,372	\$33,470			\$33,470	
35													
36													
⁽¹⁾ Outreach costs include the following events: Educational Seminars at the Center for the Blind Vista and a Parent Meeting at Alpha Kappa Alpha Headstart in Lakeside. 70 Customers received CARE/FERA/LIEE information. There were 26 visits to CBO's including: Neighborhood Healthcare, Homestart, Horn of Africa, North County Health Services Encinitas, Crisis House, La Maestra Family Clinic, AKA Headstart, Salvation Army, Community Research Foundation, Boys and Girls Clubs and San Diego Youth and Community Services.													
37													
38													

⁽²⁾ There are no Measurement & Evaluation expenses for January 2008.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Table 2C - CARE Enrollment, Recertification, Attrition, and Penetration - San Diego Gas & Electric																
2	January 2008																
3	Gross Enrollment																
4	Automatic Enrollment						Capitation	Other Sources [1]	Total (F+G+H)	Recertification	Total Adjusted (I+J)	Attrition (Drop Offs)	Enrollment		Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (O/P)
5	Inter-Utility	CPUC	Agency	SB 580	Combined (B+C+D+E)	Net (K-L)							Net Adjusted (M-J)				
6	Jan-08	-	-	-	-	-	227	3,090	3,317	3,508	6,825	5,936	889	-2,619	223,793	335,105	66.8%
7	Feb-08	-	-	-	-	-			0		0		0	0			0.0%
8	Mar-08	-	-	-	-	-				0			0	0			0.0%
9	Apr-08	-	-	-	-	-				0			0	0			0.0%
10	May-08	-	-	-	-	-			0				0	0			0.0%
11	Jun-08	-	-	-	-	-					0		0	0			0.0%
12	Jul-08	-	-	-	-	-			0		0		0	0			0.0%
13	Aug-08	-	-	-	-	-			0		0		0	0			0.0%
14	Sep-08	-	-	-	-	-			0				0	0			0.0%
15	Oct-08	-	-	-	-	-			0				0	0			0.0%
16	Nov-08	-	-	-	-	-							0	0			0.0%
17	Dec-08	-	-	-	-	-			0		0		0	0			0.0%
18	Total Annual	0	0	0	0	0	227	3,090	3,317	3,508	6,825	5,936	889	-2,619			
19																	
20																	
21	¹ Not Including Recertification Enrollment																

¹ Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a participant to respond.

	A	B	C	D	E	F	G	H	I	J	K	L
1	Table 4C - CARE Enrollment by County - San Diego Gas & Electric											
2	January 2008											
3	County	Estimated Eligible			Gross Enrollments			Total Participants			Penetration Rate	
4		Urban	Rural	Total	Current Month	YTD	Urban	Rural	Total	Urban	Rural	Total
5	Orange County	15,525	0	15,525	54	54	8,690	0	8,690	56.0%	0.0%	56.0%
6	San Diego	303,562	16,018	319,580	1,840	1,840	209,274	8,321	217,595	68.9%	51.9%	68.1%
7												
8	Total	319,087	16,018	335,105	1,894	1,894	217,964	8,321	226,285	68.3%	51.9%	67.5%

	A	B	C	D	E	F	G	H	I
1	Table 5C - CARE Capitation Contractors - San Diego Gas & Electric								
2									
3	Contractor	Contractor Type (Check one or more if applicable)				Enrollments Year-To-Date			Year-to-date
4		Private	CBO	WMDVBE	LIHEAP	Rural	Urban	Total	Expenditures
5	Contractor 1		X	X			-	-	\$ -
6	Contractor 2		X				-	-	\$ -
7	Contractor 3		X				21	21	\$ 315
8	Contractor 4		X				7	7	\$ 35
9	Contractor 5		X		X		-	-	\$ -
10	Contractor 6		X		X		-	-	\$ -
11	Contractor 7		X		X		7	7	\$ 105
12	Contractor 8		X				7	7	\$ 105
13	Contractor 9		X				-	-	\$ -
14	Contractor 10		X				-	-	\$ -
15	Contractor 11		X				-	-	\$ -
16	Contractor 12		X				93	93	\$ 1,395
17	Contractor 13		X				-	-	\$ -
18	Contractor 14		X				33	33	\$ 495
19	Contractor 15	X					-	-	\$ -
20	Contractor 16		X				-	-	\$ -
21	Contractor 17		X				383	383	\$ 1,915
22	Contractor 18		X				-	-	\$ -
23	Contractor 19		X				-	-	\$ -
24	Contractor 20		X				-	-	\$ -
25	Contractor 21		X				-	-	\$ -
26	Contractor 22		X				-	-	\$ -
27	Contractor 23		X				285	285	\$ 1,425
28	Contractor 24		X				-	-	\$ -
29	Contractor 25		X				-	-	\$ -
30	Contractor 26		X				-	-	\$ -
31	Contractor 27		X				-	-	\$ -
32	Contractor 28		X				2	2	\$ 10
33	Contractor 29		X				16	16	\$ 80
34	Contractor 30		X				60	60	\$ 300
35	Contractor 31		X				4	4	\$ 20
36	Contractor 32		X				2	2	\$ 10
37	Contractor 33		X				2	2	\$ 10
38	Contractor 34		X				3	3	\$ 15
39	Total Enrollments and Expenditures							925	\$ 6,235

Table 6C - CARE Participants as of Month-End San Diego Gas & Electric January 2008				
Month	Gas & Electric	Gas Only	Electric Only	Total
Jan-08	154,005	N/A	72,280	226,285
Feb-08		N/A	0	
Mar-08		N/A	0	
Apr-08		N/A	0	
May-08		N/A	0	
Jun-08		N/A	0	
Jul-08		N/A	0	
Aug-08		N/A	0	
Sep-08		N/A	0	
Oct-08		N/A	0	
Nov-08		N/A	0	
Dec-08		N/A	0	

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a copy of the foregoing **MONTHLY REPORT OF SAN DIEGO GAS & ELECTRIC COMPANY ON LOW INCOME ASSISTANCE PROGRAMS FOR JANUARY 2008** on all parties identified in R.07-01-042 on the attached service list by U. S. mail and electronic mail, and by Federal Express to the Assigned Commissioner Dian M. Grueneich and Administrative Law Judge Kim Malcolm.

Dated at San Diego, California, this 21st day of February, 2008.

_____/s/ Jenny Tjokro
Jenny Tjokro



California Public
Utilities Commission

CPUC Home

CALIFORNIA PUBLIC UTILITIES COMMISSION Service Lists

**PROCEEDING: R0701042 - CPUC - PG&E, EDISON,
FILER: CPUC - PG&E, EDISON, SOCALGAS, SDG&E
LIST NAME: LIST
LAST CHANGED: FEBRUARY 15, 2008**

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